

Please type a plus sign (+) inside this box → ☐

PTO/SB/21 (08-00)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

2151
8
ST
5-24-02

OFFICE
MAY 06 2002
PATENT & TRADEMARK

TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Application Number	09/921,275
Filing Date	August 1, 2001
First Named Inventor	Cerami, Richard
Group Art Unit	2151
Examiner Name	Unassigned
Attorney Docket Number	020366-077710US

Total Number of Pages in This Submission

4

RECEIVED
MAY 06 2002
Technology Center 2100

ENCLOSURES (check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Fee Transmittal Form
<input type="checkbox"/> Fee Attached
<input type="checkbox"/> Amendment / Response
<input type="checkbox"/> After Final
<input type="checkbox"/> Affidavits/declaration(s)
<input type="checkbox"/> Extension of Time Request
<input type="checkbox"/> Express Abandonment Request
<input checked="" type="checkbox"/> Information Disclosure Statement
<input type="checkbox"/> Certified Copy of Priority Document(s)
<input type="checkbox"/> Response to Missing Parts/ Incomplete Application
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 | <input type="checkbox"/> Assignment Papers (for an Application)
<input type="checkbox"/> Drawing(s)
<input type="checkbox"/> Licensing-related Papers
<input type="checkbox"/> Petition Routing Slip (PTO/SB/69) and Accompanying Petition
<input type="checkbox"/> Petition to Convert to a Provisional Application
<input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address
<input type="checkbox"/> Terminal Disclaimer
<input type="checkbox"/> Request for Refund
<input type="checkbox"/> CD, Number of CD(s) | <input type="checkbox"/> After Allowance Communication to Group
<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Status Letter
<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
Return Postcard
Cited References: 26-US Patents
Copy of PCT Search Report |
|--|--|--|

Remarks

The Commissioner is authorized to charge any additional fees to Deposit Account 20-1430.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm and Individual name	Townsend and Townsend and Crew LLP Chad S. Hilyard	Reg. No. 40,647
Signature		
Date	April 30, 2002	

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 on this date:

April 30, 2002

Typed or printed name	Cindy Bennett	Date	April 30, 2002
Signature			

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.
DE 7069473 v1

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:

Assistant Commissioner for Patents
Washington, D.C. 20231

PATENT
Attorney Docket No.: 020366-077710US
Client Ref. No. 1707C



On April 30, 2002

TOWNSEND and TOWNSEND and CREW LLP

By: 
Cindy Bennett

RECEIVED
MAY 08 2002
Technology Center 2100

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Richard Cerami, et al.

Application No.: 09/921,275

Filed: August 1, 2001

For: PROACTIVE SERVICE REQUEST
MANAGEMENT AND MEASUREMENT

Examiner:

Art Unit: 2151

INFORMATION DISCLOSURE
STATEMENT UNDER 37 CFR
§1.97 and §1.98

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

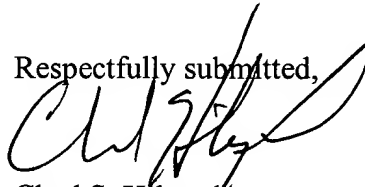
The references cited on attached form PTO/SB/08A and PTO/SB/08B are being called to the attention of the Examiner. Copies of the references are enclosed. Also enclosed is a copy of the Search/Examination report corresponding to the PCT application. It is respectfully requested that the cited references be expressly considered during the prosecution of this application, and the references be made of record therein and appear among the "references cited" on any patent to issue therefrom.

As provided for by 37 CFR 1.97(g) and (h), no inference should be made that the information and references cited are prior art merely because they are in this statement and no

representation is being made that a search has been conducted or that this statement encompasses all the possible relevant information.

Applicant believes that no fee is required for submission of this statement, since it is being submitted prior to the first Office Action. However, if a fee is required, the Commissioner is authorized to deduct such fee from the undersigned's Deposit Account No. 20-1430. Please deduct any additional fees from, or credit any overpayment to, the above-noted Deposit Account.

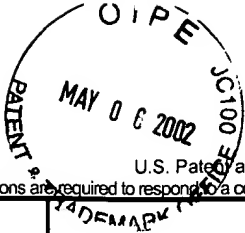
Respectfully submitted,



Chad S. Hilyard
Reg. No. 40,647

TOWNSEND and TOWNSEND and CREW LLP
Two Embarcadero Center, 8th Floor
San Francisco, California 94111-3834
Tel: 303-571-4000
Fax: 303-571-4321
CSH:cmb

Please type a plus sign (+) inside this box



PTO/SB/08A (08-00)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449A/PTO

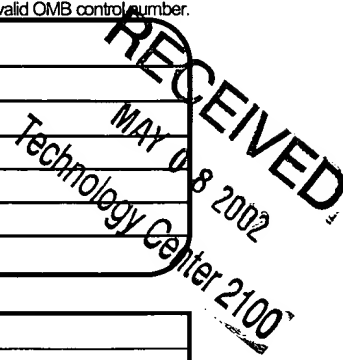
INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 1

Complete if Known

Application Number 09/921,275
Filing Date August 1, 2001
First Named Inventor Richard Cerami
Group Art Unit 2151
Examiner Name
Attorney Docket Number 020366-077710US



U.S. PATENT DOCUMENTS

Examiner Initials *	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
	AA	5,097,469		Douglas	03-17-1992	
	AB	5,504,863		Yoshida	04-02-1996	
	AC	5,666,481		Lewis	09-09-1997	
	AD	5,692,030		Teglovic, et al.	11-25-1997	
	AE	5,768,614		Takagi, et al.	06-16-1998	
	AF	5,799,154		Kuriyan	08-25-1998	
	AG	5,850,388		Anderson, et al.	12-15-1998	
	AH	5,872,911		Berg	02-16-1999	
	AI	5,892,812		Pester, III	04-06-1999	
	AJ	5,892,937		Caccavale	04-06-1999	
	AK	5,920,846		Storch, et al.	07-06-1999	
	AL	5,958,009		Friedrich, et al.	09-28-1999	
	AM	5,999,179		Kekic, et al.	12-07-1999	
	AN	6,002,996		Burks, et al.	12-14-1999	
	AO	6,006,016		Faigon, et al.	12-21-1999	
	AP	6,018,300		Dowden, et al.	01-25-2000	
	AQ	6,085,243		Fletcher, et al.	07-04-2000	
	AR	6,147,975		Bowman-Amuah	11-14-2000	
	AS	6,148,335		Haggard, et al.	11-14-2000	
	AT	6,169,724	B1	Begum, et al.	01-02-2001	
	AU	6,195,697	B1	Bowman-Amuah	02-27-2001	
	AV	6,199,180	B1	Ote, et al.	03-06-2001	
	AW	6,233,449	B1	Glitho, et al.	05-15-2001	
	AX	6,249,883	B1	Cassidy, et al.	06-19-2001	
	AY	6,269,330	B1	Cidon, et al.	07-31-2001	
	AZ	6,285,748	B1	Lewis	09-04-2001	

FOREIGN PATENT DOCUMENTS

Examiner Initials *	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)				
	BA							

Examiner
Signature

Date
Considered

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

DE 7069466 v1